

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s):	Ozugur, et al.	Docket:	139164
Serial No.:	10/721,558	Art Unit:	3628
Filed:	November 25, 2003	Examiner:	Tonya S. Joseph
Title:	Web Based CRM Service Using On-Line Presence Information		

AMENDMENT

M/S Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Dear Commissioner:

In response to the Office Action ("Office Action") dated November 19, 2007, please enter the following amendment: